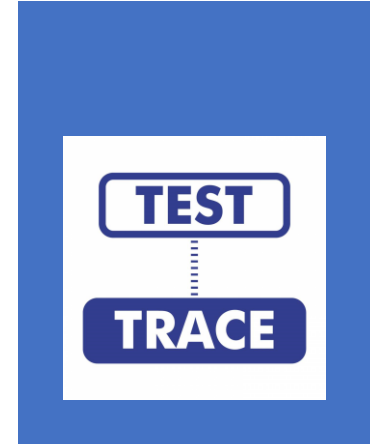




# What you thought about Test and Trace and the the NHS Covid-19 app

Survey October 2020 to January 2021

Published September 2021



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## 1. Introduction

Healthwatch Kingston upon Thames continued its role alerting health and social care commissioners and service providers of any issues that related to patient and service user safety throughout the Coronavirus pandemic. This report brings together views from Kingston residents on how they felt about COVID-19, as well as the NHS Test and Trace app between October 2020 and January 2021.

Healthwatch Kingston was set up by the [Health and Social Care Act of 2012](#) to be the independent champion for local NHS and social care. We seek the views of patients, service users, carers and the public to help services work better for the people who use them. We play an important role bringing communities and services together. Everything we say and do is informed by what local people tell us. As well as encouraging those who run local services to act on what matters to people, we also share local views and experiences with [Healthwatch England](#) and the [Care Quality Commission](#) who make sure that the government put people at the heart of care nationally.

The data were gathered before the vaccine became available (first given 9th December 2020) and that perceptions of the risk of catching covid may well have altered.

## 2. Key messages

- Most respondents understood the risk of infection from Covid-19, particularly how the virus affects vulnerable people and those with underlying health conditions.
- People generally felt confident about following advice, but there were also concerns raised by some about information provided, which seemed contradictory at times, and that protective guidelines were vague and unclear, noting a lack of planning and clarity from the Government.

- A third of respondents mistrusted the NHS COVID-19 app and some didn't have an appropriate smart phone to install it, even if they wished to.
- Poor confidence in the Test and Trace service was compounded by poor communication with and concerns about privacy and the impact on other people being contacted.
- There was a lack of understanding about how the system would trace unknown people and some had concerns about the reliability of the service.
- Most people expressed a strong sense of being responsible for the safety, health, and wellbeing of others in the community and not wanting to pass on the virus to others.
- Respondents shared concerns about the feasibility and financial and wellbeing cost of self-isolation. Some felt that this would make no difference as they live alone anyway. Others wondered if those that were asked to self-isolate after testing positive for Covid-19, would do so.
- Many felt the Covid-19 test swabbing unpleasant and uncomfortable and some doubted the effectiveness of self-swabbing, wondering if they had done it properly.
- Many praised test centre staff and volunteers but not everyone received their results when they were told they would receive them, and these delays caused additional emotional stress for those testing.

### 3. Research methodologies

Healthwatch Kingston wanted to learn about what residents thought about both Test and Trace and the NHS Covid-19 app. This report is based on an analysis of 118 survey responses collected between October 2020 and January 2021. We also provide examples of what people shared with us.

### Methodologies used to collect data for this compilation report included:

- Online survey
- Promotion via our [website](#), social media and local health and social care stakeholder communications
- Targeted engagement with Patient Participation Groups via GP practice managers.

## 4. NHS Test and Trace and how it works

An overview of NHS Test and Trace, including what happens if people test positive for coronavirus (COVID-19) or have had close contact with someone who has tested positive is described in full [here](#).

NHS Test and Trace service was set up to trace the spread of the virus and isolate new infections. It aims to ensure that anyone who develops symptoms of coronavirus (Covid-19) can quickly be tested to find out if they have the virus. It also helps trace close recent contacts of anyone who tests positive for coronavirus and, if necessary, notifies them that they must self-isolate at home to help stop the spread of the virus. NHS Test and Trace seeks to help control the rate of reproduction (R) of the virus, reduce the spread of the infection, and save lives.

In general, the media has been critical of the Test and Trace system, giving examples of the failure of the system to function correctly and pointing out vulnerabilities in the way it worked.

## 5. The NHS COVID-19 app

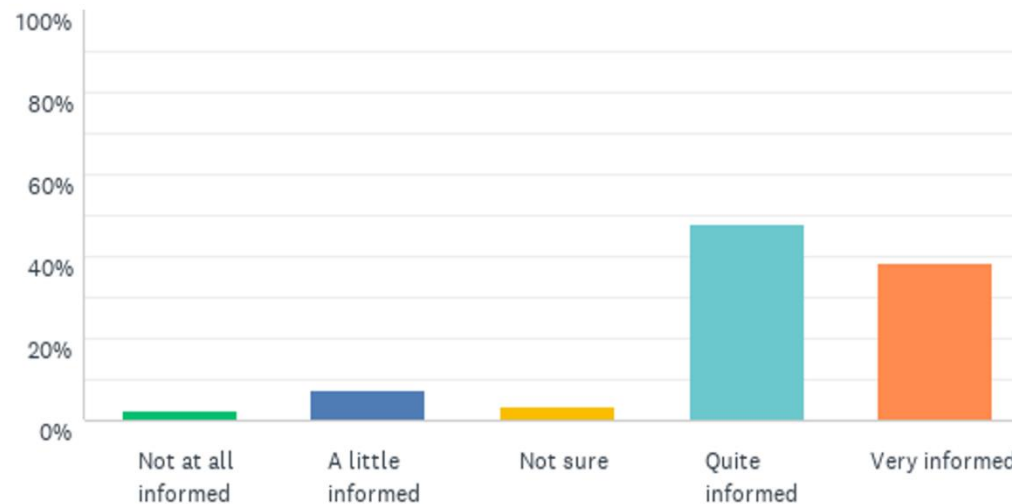
The [NHS COVID-19 app](#), is available to download for free in England and is the fastest way to see if people are at risk from coronavirus. The faster you know, the quicker people can alert and protect themselves, loved ones and other members of the community. The app has tools to help protect people, including contact tracing, local area alerts and venue check-in. It uses proven technology from Apple and Google, designed to protect every user's privacy.

## 6. What you thought

The following section presents the findings from the Healthwatch Kingston ‘Tell us what you think about Test and Trace and the NHS Covid-19 app’ survey.

### Q1: How informed do you feel about COVID-19 and how to stay safe?

Answered: 117 Skipped: 1



Q1 Survey respondents between October 2020 and January 2021, said that information about Covid-19 was contradictory and that details on protective guidelines were inconsistent. Some said they doubted what they were being told.

 *I have researched for myself because I don't trust the information that we are receiving from the government or from the NHS.”*

## Q1: How informed do you feel about COVID-19 and how to stay safe?

Answered: 117 Skipped: 1

ANSWER CHOICES	RESPONSES	
Not at all informed	2.56%	3
A little informed	7.69%	9
Not sure	3.42%	4
Quite informed	47.86%	56
Very informed	38.46%	45
TOTAL		117



*Advice changes frequently and national communication is poor.”*



*Info confusing and difficult to follow.”*

Most people (86% of the 117 that answered this question) felt they were either ‘Quite informed’ or ‘Very informed’ about the virus and how to follow advice, but others made comments about the clarity of the information being provided at the time of the survey. Some more examples of what people said in answer to this question, are provided on the next page.

How some of you answered Question 1: How informed do you feel about Covid-19 and how to stay safe?

"I think government messaging could be more widespread as it seems many people still don't know the rules e.g. when to get a test, when to isolate, wearing a mask across their nose as well as mouth."

*"Very little info for asthmatics."*

"I feel very informed as a result of me being quite a curious individual seeking out knowledge around Coronavirus and 'keeping safe' but also I have the privilege of being able to work from home probably indefinitely now. Unfortunately I feel the government from the start has been poor with information and explaining both the disease and why these measures work - this should be science-led and with experts explaining how various measures will keep you safe."

"What the virus is & how it affects the human body is clear, it just remains for humankind to keep themselves living in a safe way & not taking risks, even for the sake of seasonal festivities!"

"There has been contradictory information over the year, what should we believe now?"

*"I understand how to stay safe I think the rules around isolating, how long for, and when to do it have been confusing and inconsistent."*

*"Details are vague about wearing masks & nobody seems to understand social distancing."*

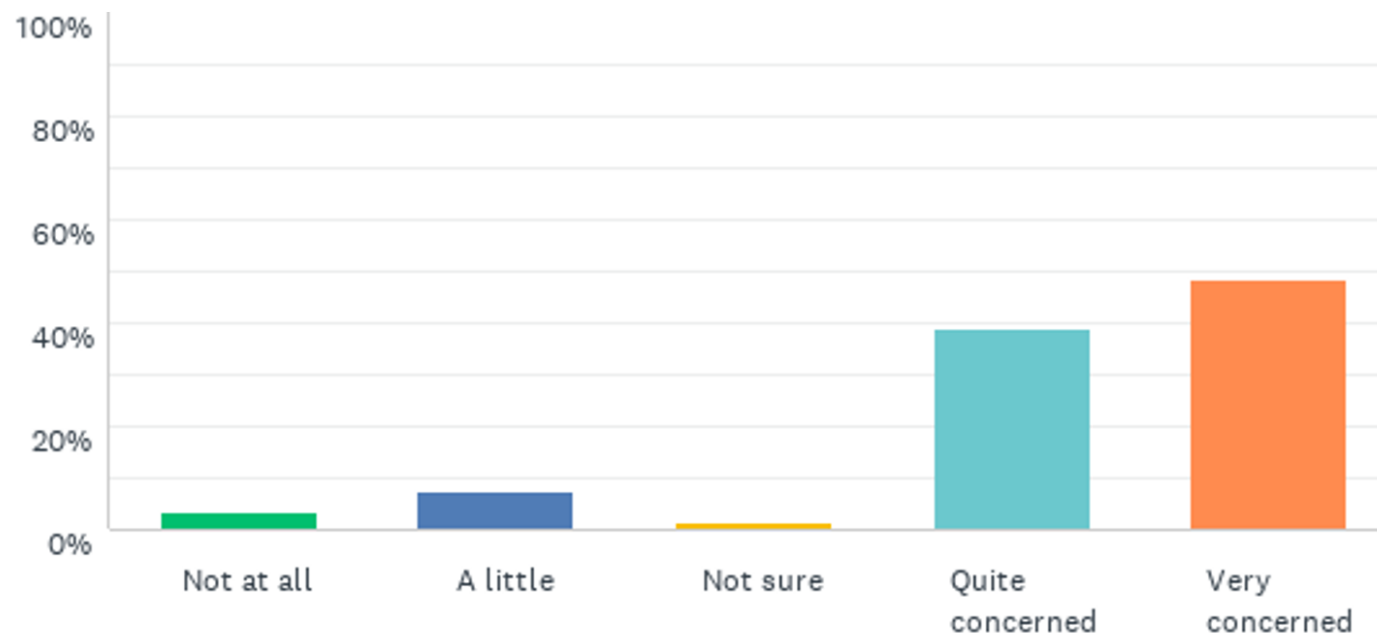
*"I am receiving medical Covid information from 2 sources every day and also from WHO, the weekly global stats and GOV.UK weekly update, travel info when anything changes and weekly also info from RBK."*

"Wear a mask and wash hands, don't go to busy crowded places or meet up with other people that aren't in my bubble. This appears in conflict with encouraging people to eat out and allows for groups of six to meet up."



## Q2: How concerned about COVID-19 are you?

Answered: 118 Skipped: 0



Most people (87% of the 118 that answered this question) felt they were either 'Quite concerned' or 'Very concerned', particularly about how the virus affects vulnerable people and those with underlying health conditions. Some also mentioned concern about the impact of the virus on the economy, people's ability to work and the risk to employment.

Many responses referred to observing people not following the guidelines and legal restrictions. 6 responses referred to a lack of planning and clarity from the government.

## Q2: How concerned about COVID-19 are you?

Answered: 118 Skipped: 0

ANSWER CHOICES	RESPONSES	
Not at all	3.39%	4
A little	7.63%	9
Not sure	1.69%	2
Quite concerned	38.98%	46
Very concerned	48.31%	57
TOTAL		118

The 4 that responded 'Not at all' were not unsurprisingly fearless of Covid-19. A couple that only felt 'A little' concerned said:



*I am in good health with no underlying conditions and take all relevant precautions.”*



*I am considered vulnerable and was told to shield initially.”*

More reasons that people shared with Healthwatch Kingston in answer to Question 2, are provided on the next page.

Some reasons why people were 'Quite concerned':

"I am not in a high-risk category, but I have family who are, and I'm worried about passing it on to them."

*"No person in their right senses 'chooses' to become ill, and viruses do not 'ask', they just attack randomly so it shows wisdom to be cautious when a deadly virus is around no matter what authorities say, until it can be proven that the virus has 'gone' and there no-one infected it is much better to remain on the defence and protect your own life as well as the lives of others."*

"There appears to be a huge amount of complacency with people acting selfishly without regard for potential impact on others."

"I'm concerned about work and the long term effect it will have."

"I am 66 and prone to bronchitis. My mother is in her 80's, so I am cautious about visiting her."

"Numbers are rising, what if the NHS is overwhelmed again? What if I or a loved one dies?"

"I'm worrying how long it will go on for and if a vaccine will be found in the next 1-2 years."

"I have a daughter with profound and multiple learning disabilities, who has complex health needs. I am worried that she may get Covid19, she lives in residential care with 4 other young adults with profound learning disabilities. There is a large team of workers going in and out of the home. I'm frightened that if she was hospitalised, I would be prevented from visiting her. I'm worried about DNR decisions, without discussing with me or her support staff."

*"I think at my age Influenza is more lethal."*

"I believe in being cautious, without being worried. I take whatever precautions I can in accordance with Government guidance."

Some reasons why people were 'Very concerned':

*"Public information has been mishandled in a way that has caused people to reject the restrictions that might limit spread. Scientific research is suggesting that a vaccine will not be a cure-all."*

*"It is a killer pandemic as yet to be controlled."*

*"A family member died from Covid-19. Too many people not wearing masks, or not wearing them correctly, and ignoring social distancing in town."*

*"My partner has a degenerative neurological condition. If he catches Covid quite possible he could die or at very least it could exacerbate his condition. We have teenaged children and I just want them to have their dad around as long as possible. Just trying to limit contact with people has already had an impact on his health and wellbeing. I'm not looking forward to the winter ahead."*

*"It's clearly highly infectious and we still don't know a great deal about how it spreads. It seems to have different manifestations. The conflict between the economy and safety is a very difficult balancing act, and it doesn't feel like government have got it right. Testing has been shambolic, as has planning and communication. Poor handling of the crisis puts us all at much higher risk, and even if we stay clear of Covid, there is also greater risk of not coping mentally."*

*"I am clinically very vulnerable and share my accommodation with a secondary school teacher."*

*"a) I'm 70 & therefore vulnerable b) It has the capacity to decimate the population & the economy."*

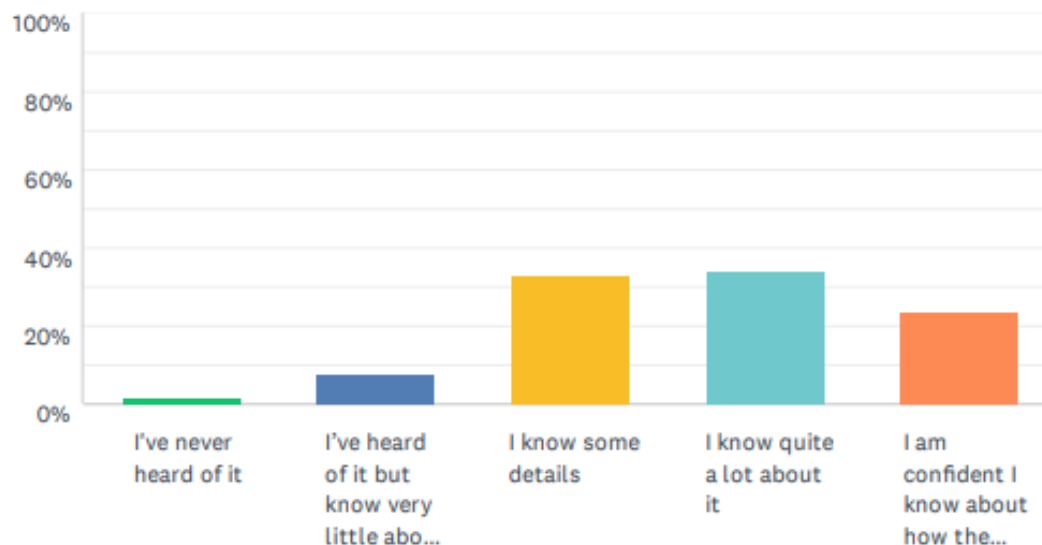
*"I'm an asthmatic and it seems that unless you have severe asthma we're ignored."*

*"I have multiple mental and physical disabilities and illnesses. Such people seem rather to be forgotten about."*

*"I'm 72, live alone and shop online. I don't need anything, but the new variant is worrying, and the government always reacts late. I'm worried because I don't feel they are in control."*

### Q3 How much do you know about the Test & Trace service for COVID-19?

Answered: 118 Skipped: 0

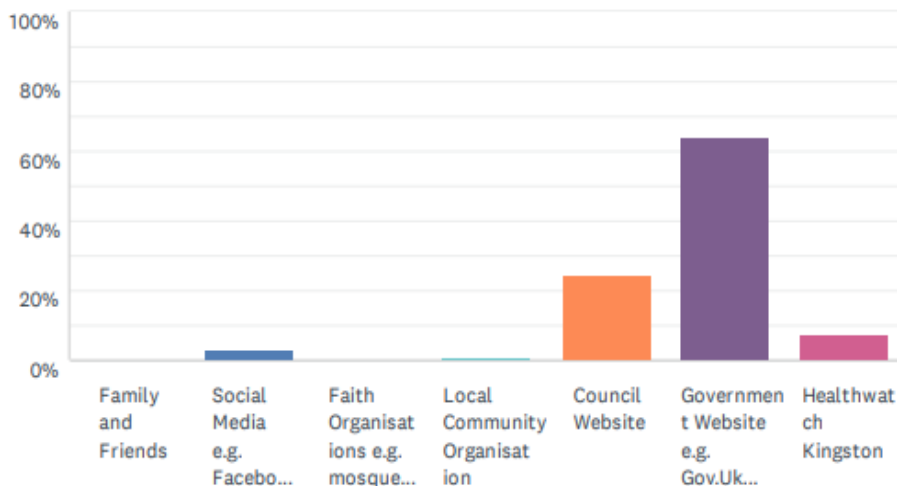


Responses to Question 3 show that nearly all respondents (116 people) are aware of the Test & Trace service for Covid-19. Only 2 people had 'never heard of it'.

ANSWER CHOICES	RESPONSES	
I've never heard of it	1.69%	2
I've heard of it but know very little about it	7.63%	9
I know some details	33.05%	39
I know quite a lot about it	33.90%	40
I am confident I know about how the service works	23.73%	28
<b>TOTAL</b>		<b>118</b>

### Q4 If you wanted more information about COVID-19 NHS Test & Trace in Kingston upon Thames where would you go?

Answered: 106 Skipped: 12



ANSWER CHOICES	RESPONSES
Family and Friends	0.00% 0
Social Media e.g. Facebook, Twitter etc.	2.83% 3
Faith Organisations e.g. mosque, church, synagogue	0.00% 0
Local Community Organisation	0.94% 1
Council Website	24.53% 26
Government Website e.g. Gov.Uk or Public Health	64.15% 68
Healthwatch Kingston	7.55% 8
<b>TOTAL</b>	<b>106</b>

Most respondents to Question 4 indicated they go to the Government website (68 people), then to the Kingston Council website (26 people) for their information. Only a small number of people said that they go to Healthwatch Kingston (8 people) and only 1 person to local community organisations. That said, people are signposted to ‘official’ information sources by both Healthwatch Kingston and other community organisations.

No respondents said they would go to family and friends or their faith leaders for information.

**Some respondents added:**

*“I don’t feel the Test & Trace app is 100% accurate and I don’t trust it.”*

*“Healthwatch Kingston will probably have more information about this app.”*

Two thirds (79 people) responded 'Yes' to Question 5.

The remaining one third (37 people) that responded 'No' were asked 'If not, please explain why not?'. Themes from reasons people gave highlighted they were suspicious of the app, did not have a smart phone, or if they did, they either didn't want it on their phone, or it was unable to support the app.

Some other reasons why people would not download the app included:

*It's just another useless app."*

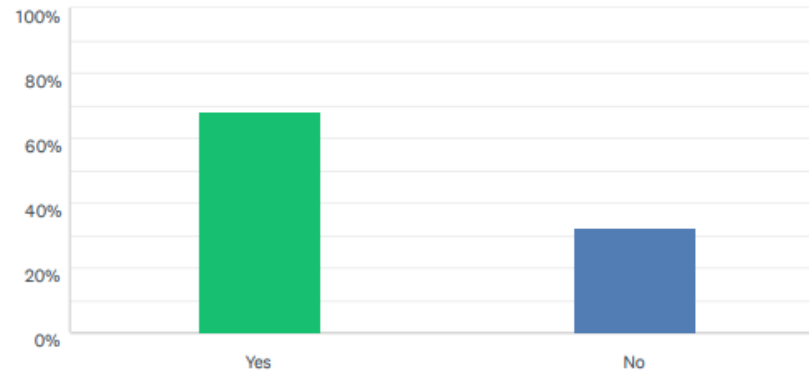
*I don't trust it and don't want to self-isolate unnecessarily or force those close to me to do so."*

*It feels like being followed and takes up too much battery. Do not want Bluetooth on under any circumstances."*

*I'm not competent with apps."*

### Q5 Would you download the NHS COVID-19 app from the App Store/Google Play?

Answered: 116 Skipped: 2



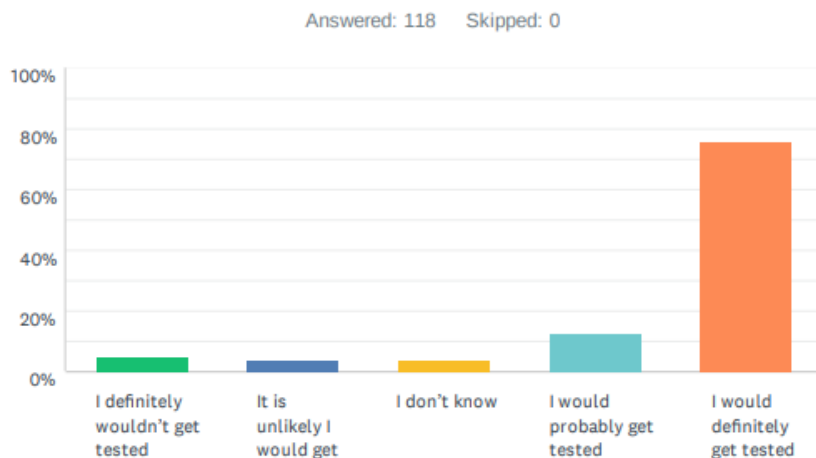
ANSWER CHOICES	RESPONSES	
Yes	68.10%	79
No	31.90%	37
TOTAL		116

*Poorly designed, inefficient, not linked to NHS testing. Basically, it is shockingly bad."*

*Data privacy issues - they can retain the data for too long, and challenges with false positives."*

*Not everyone can afford the right phone. Such people are also ignored positives."*

**Q6 If you developed symptoms of COVID-19 (a continuous cough, a high temperature, or a loss or change to your sense of smell or taste) how likely are you to get tested for COVID-19?**



ANSWER CHOICES	RESPONSES
I definitely wouldn't get tested	5.08% 6
It is unlikely I would get tested	3.39% 4
I don't know	3.39% 4
I would probably get tested	12.71% 15
I would definitely get tested	75.42% 89
<b>TOTAL</b>	<b>118</b>

The 104 out of 118 people that answered they would either ‘probably’ or ‘definitely get tested’ appears - perhaps unsurprisingly - to correlate with the total number of respondents to Question 2 (103 out of 118 people) that were either ‘quite’ or ‘very concerned about Covid-19’. A selection of reasons why people would test are illustrated in the following two pages.

One out of the six respondents that ‘definitely wouldn’t get tested’ said:

*“I would need to know if I can infect others.”*

Eight respondents to Question 6 were either ‘unlikely to get tested’ or did not know. Reasons why included:

*“The system is very chaotic, and I do have my own transport.”*

*“I would use my knowledge of Covid and common sense to deal with it.”*

*“You’re supposed to self-isolate - how can you go out & get tested? Advice is messy & does not make sense!”*

*“The initial symptoms are so like flu, I would be inclined to not be tested in case it was wrong.”*



Some reasons why people would 'probably get tested' if they developed Covid-19 symptoms:

*"I would self-isolate and consider the severity of my symptoms to determine whether to apply to get tested."*

"I tried to book a test, as I had a cough and temp but when I filled out the questionnaire on the UK gov website, it said I couldn't have a test at this time, due to them only giving tests to people with symptoms (which I said I had) as there was a shortage of tests - date 10<sup>th</sup> December, 2020."

"Depends on where the nearest test centre is."

*"If it was easy to get test or would just stay at home and quarantine."*

"The first symptoms are so like a severe cold that I would be sceptical, if my senses of taste and smell went then I would get tested."

"Would have to check where to go. I don't drive. Would I feel too ill to get there?"

"Depending on my symptoms and advice - I would probably self-isolate in the first instance."

*"If I could get an appointment."*

"I will, but do not really trust outcome."

*"Because that's what we've been told to do."*

Some reasons why people would 'definitely' get tested if they developed Covid-19 symptoms:

"How could you not! I would get tested to protect myself and others, particularly family."

*"I'm supporting my son and partner who are expecting premature twins this month. They also have a 2-year-old. It matters. I also live with my husband and go out to work (though in an office with no other workers). My worry would be whether a test would be available."*

*"Because of my age and other residents of my block of flats. We need to act responsibly."*

"In order to stop the spread the NHS and government need to have an accurate picture of how many cases there are."

*"There is a new test and trace unit behind the Surrey Court building, but I would have to walk there as I should not use public transport not having a car."*

"I am "at risk" so would need help as a matter of urgency due to my breathing problems."

"At 72 I'd want to monitor my symptoms and if necessary, get medical help asap."

"I thought I had been infected when I returned from South Africa in April, and I requested a test kit by post - I was given the 'all clear'. If I got the symptoms now, I would want to know."

*"As a nurse I've a duty of care to those I look after as well as my family."*

"I found I was unable to smell or taste anything right at the end of March 2020 but we did not know what it meant then. Now, I would certainly get tested."

Respondents to Question 7 indicated a strong sense of social responsibility with 97 people (82%) saying they would ‘definitely’ share details of a ‘positive test result for Covid-19’ with people they had been in ‘close, recent contact’.

Only three out of the 118 that responded said they ‘definitely wouldn’t’ share details. Two said they were ‘unlikely’ to share details, and two did not know if they would.

Reasons why it was unlikely included:

*“It’s an invasion of privacy.”*

*“Unless I know that they are clinically vulnerable I would not deem it necessary. Friends and family have said they would rather not self-isolate and take their chances.”*

*“Not sure if other people would be responsible for doing it. This point is very unclear.”*

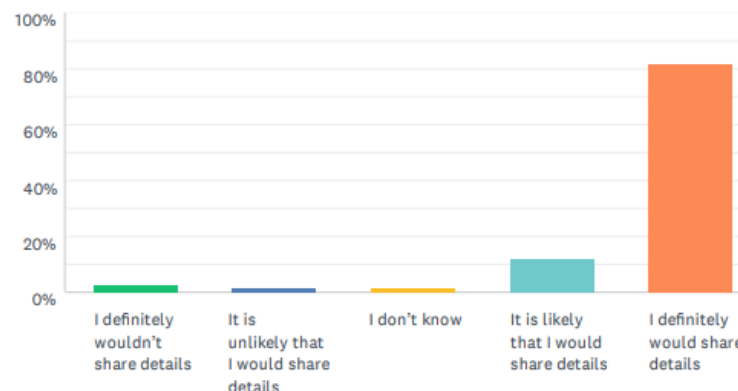
[Find out what happens if you test positive for coronavirus \(Covid-19\).](#)

You may be asked to sign in to the [NHS Test and Trace contact tracing website](#).

You can also choose to use the [NHS Covid-19 app](#) to alert other app users who have spent time near you that they might be at risk.

**Q7 If you received a positive test result for COVID-19, how likely are you to share the details of people with whom you have been in close, recent contact with?**

Answered: 118 Skipped: 0



ANSWER CHOICES	RESPONSES	
I definitely wouldn't share details	2.54%	3
It is unlikely that I would share details	1.69%	2
I don't know	1.69%	2
It is likely that I would share details	11.86%	14
I definitely would share details	82.20%	97
<b>TOTAL</b>		<b>118</b>

Some reasons, in response to Question 7, why people would 'definitely' share details with contacts if they tested positive with Covid-19, one concern and a poor experience of 'Test and Trace':

*"I have contact with my daughter who has profound and multiple learning disabilities. I would absolutely share details. I would not jeopardise her health or her friends and staff."*

"It is only by isolating the virus that we will ever get back to normal. I would hope that to protect those I'm around it would give them the chance to get tested."

"As the virus is so deadly, it is kind to tell those with whom you have associated."

"It's the right thing to do - we all have to play our part."

"I would want them to know they were potentially exposed so they could get tested."

"Although I am not in direct contact with many people normally, I will definitely have to tell the other person in my bubble, we should distance for some time, including his contacts."

*"48 hours after receiving a positive test result, we have STILL not been contacted by Test and Trace. We've informed people ourselves since we haven't heard anything. The service doesn't work."*

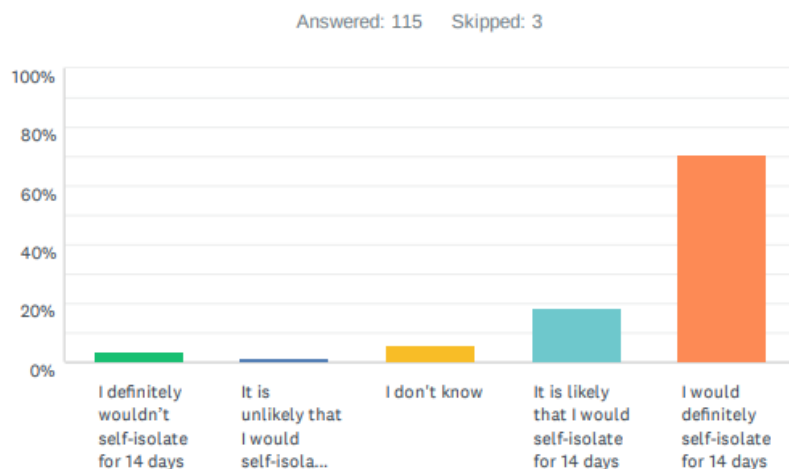
"It's also important with work and schools so they can make informed decisions based on their reporting arrangements."

"I assumed it was a legal requirement otherwise seems a bit hit and miss like everything else."

"I must admit this worries me - I'm not sure how accurate my memory of how many people I have been in contact with is. At the moment it is very few, but at other times a lot more."

Four people that responded to Question 8, said that they ‘definitely wouldn’t self-isolate’. Reasons included: a doubt about the possibility of infection; and not being able to afford to take time off work. Two people answered it would be ‘unlikely’ because they had un-paid carer responsibilities but added, they would need to try to find a way to manage this. Another said, they would take sensible precautions but not self-isolate unless they had symptoms.

**Q8 If you were alerted by the COVID-19 NHS Test & Trace service to tell you that you had been in contact with somebody who had tested positive for COVID-19, how likely are you to follow advice to self-isolate for 14 days even if you didn't have any symptoms of COVID-19 yourself?**



ANSWER CHOICES	RESPONSES	
I definitely wouldn't self-isolate for 14 days	3.48%	4
It is unlikely that I would self-isolate for 14 days	1.74%	2
I don't know	6.09%	7
It is likely that I would self-isolate for 14 days	18.26%	21
I would definitely self-isolate for 14 days	70.43%	81
<b>TOTAL</b>		<b>115</b>

Seven people said they ‘didn’t know’ if they would self-isolate. One respondent was concerned about their support needs. Other responses included:

*“I go out so little and intermingle with so few people that I would want to know where I had been to catch the virus...I would like more definitive reasons before remaining at home in quarantine.”*

*“I would ask my GP for advice.”*

*“If it was from someone that I didn't know, e.g. in a coffee shop or restaurant I went to, I'm not sure how accurate the issue of contact would be? There seems to be a lot of issues with the app, and how would I know we were there at the same time, not just the same day?”*

*“It would depend on how much time I had spent around the person in question.”*

Some reasons why people would 'definitely self-isolate' if they were alerted by the Test and Trace service:

"I don't want the virus to spread. I'm retired and so no pressure to go to work."

"If it so happened, I was in contact with someone who had tested positive it is common sense to stay away from everyone else until you can be sure that you are not infected!"

"I am a keyworker"

*"Better safe than sorry...but how reliable are the tests?"*

"I can work from home so can self-isolate"

"It's really no hardship - I've done it before, and I would hope others would do the same for me."

"Well, I'm self-isolating anyway, but regardless it is the right thing to do to stop the spread of the virus."

"I feel I would be responsible for the health of others and would feel very bad if I did not do this. I thought self-isolation was now 10 days by the way?"

*"Common sense, science, self-preservation, protection of others."*

"I'm isolating anyway due to lack of guidance for asthmatics. Only limited outdoor activity."


## 7. In conclusion

Healthwatch Kingston asked respondents if there was anything else they would like to add. Once again, there was a mixed response. Many people noted poor confidence in Test and Trace. There were concerns about the use of the app and people noted poor communication regarding tracking of people that may have been exposed to Covid-19. Whereas some praised the efficiency of test centre staff, others expressed anger about contracting out the Test and Trace service to private operators and frustrations about not being able to use the service because they did not have the appropriate phone to use the app.

Most respondents shared that the swabbing was unpleasant and uncomfortable, saying it caused them to gag and made some vomit and some mentioned 'unsympathetic' nurses. There was a mixed response about the Test and Trace service and provision of results, some said the service was well run and efficient and they received results in a timely manner, others did not and had to spend time chasing their result. Some people shared that they doubted the effectiveness of self-swabbing and found using the swab challenging:

 *I found it difficult to administer to myself! Very uncomfortable sensation. It was negative but I did wonder if I had done it properly.”*

 *Getting the swab past my tonsils is tricky.”*

 *I've been tested three times, at Chessington, with a negative result each time. The service seems to me to be well run and efficient. I didn't do the swabs myself and allowed the staff to do it for me so I could be guaranteed of getting it right.”*

Other comments respondents shared with Healthwatch Kingston:

*"I am more concerned about the effects of Covid restrictions on my mental health than of the disease on my physical health. I am depressed, and feel life is hopeless, the future is bleak and uncertain. I want to take back control of my life and live it!"*

*"Please get private sector out of Test and Trace."*

*"I strongly believe that Track and Trace should be run locally with staff familiar with the area - but also that support must be given to those isolating who lose their pay if unable to be at work. There is no way to control the virus if people who may be infected continue to go out to work."*

*"I don't have a smart phone and so therefore I cannot be contacted remotely. There must be many people who can't be contacted...surely the authorities could provide a simple 'gizmo' for each person or household so that they could be remotely contacted if there was a local issue - I'm surprised this hasn't been considered! It could cover most if not all people and improve the Test and Trace process."*

*"Test and trace really is not working, as we have clearly seen as a family due to the fact that we were not even contacted after my daughter had a positive test."*

*"Covid 19 mitigation strategies are subject to significant scientific and medical peer group debate and disagreement, while consequential health, mental distress and economic hardships are not addressed by PHE, SAGE or policy makers.."*

*"I think more publicity should be given to the disease on social media where younger people might hear it. Unlike my age group they do not listen to BBC news etc."*

*"I would expect you to collect data about the reliability of the T&T service, particularly the app, which I have on my smartphone but about which I don't feel confident."*

*"My husband received an alert to isolate from test and trace a whole week after the possible exposure - not good enough!"*


*"Is the 'Test & Trace' app accurate & trustworthy? How many people who have been told they need to self-isolate actually been in places where they were near infectious people & not taking care?"*


*"Track and Trace in schools sends too many people home at the moment, we once had almost 100 people out and a total of 200 now and no one has tested positive after, when schools reopen the strategy has to improve or we'll lose more education again."*




## Healthwatch Kingston: What you thought about Test and Trace and the NHS Covid-19 app Report


Whereas Healthwatch Kingston notes improvements to services over the pandemic, a few experiences noted issues with accessibility to Covid-19 test centres and the quality of the Test and Trace service at the time of the survey:

 *I had to travel 50 miles round trip to get tested. I have a car and I could take time off work. This is not feasible for someone who doesn't have these luxuries. Also the website to book a test is complicated and not easy to navigate.”*

 *The Test and Trace service doesn't work too well. I received notice from my test. But also 3 more times from the 3 different contacts . Also was rung 4 times each day for checks. The checks were fine to get but not so many. There didn't seem to be a central database. This also happened to my other contacts.”*

 *It was relatively straightforward, but there were no drive-in sites in Kingston, which is weird. We had to go 20 minutes away.”*

 *I observed my partner take test at Kingston Hospital in car drive in. Quick, courteous, but mask worn below nose by the tester!”*

 *The test was horrible to complete but was able to access a test and get results quickly (this was in July [2020] - I know many people who are struggling to access tests now).”*

Healthwatch Kingston gratefully acknowledges each response to this survey, including those that shared concerns and poor experiences about Test and Trace and the NHS Covid-19 app. We would also like to acknowledge and thank everyone that has, and continues to work hard to deliver Test and Trace, by sharing one of the positive experiences from a respondent:

 *I was impressed - it was well organised and provided super swift results. Very efficient. Thank you.”*

## 8. Thank you and next steps!

Healthwatch Kingston would like to thank everyone that has shared their experiences with us. Everything we say and do is informed by what local people tell us. We will publish this report on our [website](#) and share with Healthwatch England, NHS England, and other stakeholders. To help reduce health inequalities, Healthwatch Kingston has committed to ‘moving towards’ better representation in our engagement work and is promoting a collaborative approach with voluntary sector organisations and with support from local community champions. The demographic data indicated there were 31 male (27%) and 84 female (73%) respondents to this survey. Age/ethnicity are provided below:

ANSWER CHOICES	RESPONSES	
White/White British	80.51%	95
White Irish	1.69%	2
White Other	7.63%	9
Roma or Traveller	0.00%	0
Any other White Background	3.39%	4
Asian- Bangladeshi	0.00%	0
Asian- Pakistani	0.00%	0
Asian- Indian	1.69%	2
Asian - Korean	0.85%	1
Asian- Chinese	0.00%	0
Asian- Vietnamese	0.00%	0
Any other Asian Background	0.00%	0
Black - African	0.85%	1
Black - Caribbean	0.00%	0
Any other Black Background	0.85%	1
Latin American	0.00%	0
Mixed race	2.54%	3
TOTAL		118

ANSWER CHOICES	RESPONSES	
0 to 15	0.00%	0
16 to 24	1.71%	2
25 to 34	9.40%	11
35 to 44	7.69%	9
45 to 54	17.95%	21
55 to 64	23.08%	27
65 to 74	29.91%	35
75 or older	10.26%	12
TOTAL		117

Whilst maintaining our independence, Healthwatch Kingston has worked collaboratively with a range of organisations including Kingston Council, NHS south west London, schools, and Kingston voluntary and community sector organisations on other Covid-19 related engagement work with residents. These include:

- [Young People’s Wellbeing During the Covid-19 Crisis](#)
- [A year with COVID-19: Experiences of NHS and social care services in Kingston before and during the Coronavirus pandemic](#)
- [Tell us what you think about the Covid-19 vaccination](#)
- [Residents, family, and friends’ experiences of Care Homes during Covid-19.](#)



*Tell us what you think about NHS and social care.*

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